
EVALUATOR MANUAL TRANSMITTAL SHEET

Distribution:

☐ All Child Care Evaluator Manual Holders
☒ All Residential Care Evaluator Manual Holders
☐ All Evaluator Manual Holders

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Subject:

Residential Care Facilities for the Elderly
Reference Material for Enforcement Actions

Reason for Change:

Amend section 1-1255 – Obtaining Client Census Prior to a Temporary Suspension Order

Filing Instructions:

REMOVE: Page 145

INSERT: Page 145

Approved:

Original signed by Lilit Tovmasian

8/10/2017

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Date

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1-1245 AGENCY RESOURCE LIST (Continued)

1-1245

- **Social Security Administration:** The Social Security Administration is a resource in the relocation process when a client is determined to be eligible for benefits, which may facilitate an appropriate placement and ease transfer and relocation. For example, a social worker from Adult Protective Services may determine that a client is eligible for SSI, and would contact the Social Security Administration to begin the process. Ideally, the Social Security Administration would designate an assigned staff person who would expedite the process. The Social Security Administration worker can process a change of address over the phone or provide the change of address form needed to ensure that the recipient's checks are mailed to the correct facility the following month. This also can be done online at <http://www.ssa.gov/myaccount/>.
- **County Mental Health Department, Continuing Care and Crisis Team:** The County Mental Health Department may have clients placed in the facility and would be involved. This agency may also be helpful assisting with clients who appear to have a psychiatric illness.
- **Regional Centers for the Developmentally Disabled:** These agencies often have clients in facilities, and they may be able to assist clients who have a dual diagnosis of developmental disability and psychiatric illness.
- **Long-Term Care Ombudsman:** The local Long-Term Care Ombudsman may know of current vacancies in suitable facilities able to meet the needs of clients. Ombudsman representatives are familiar with resources available to clients and families and can provide information about the facility closure to clients and families. The local Long-Term Care Ombudsman will follow up with clients after relocation to ensure clients are safely moved and content with their new homes.
- **Department of Public Health, Licensing and Certification Division:** This Division's licensed medical personnel may be consulted when the medical level of care is an issue at the facility. This agency must also be involved if the facility has a skilled nursing facility affiliated with it.
- **Department of Health Care Services, Long-Term Care Division:** For a list of [Residential Care Facilities for the Elderly](http://www.dhcs.ca.gov/services/ltc/Documents/ListofRCFEfacilities.pdf) participating in the Assisted Living Waiver Program, visit their website at <http://www.dhcs.ca.gov/services/ltc/Documents/ListofRCFEfacilities.pdf>.
- **County Probation Office:** This agency may have clients in placement at the facility or know of vacancies where clients may be placed.
- **Child Protective Services or County Welfare Foster Placement:** These agencies may have clients placed in the facility or know of vacancies and be able to assist in relocation.

1-1245 AGENCY RESOURCE LIST (Continued)**1-1245**

- **Resource and Referral Agencies:** These agencies may know of vacancies and be able to assist parents in finding other suitable care.
- **Medical Consultant or Medical Personnel:** A medical consultant or medical personnel will provide on-site evaluations of clients and assist in the transfer of clients in order to prevent transfer and relocation trauma as specified in Health and Safety Code Sections 1556(c)(1) and 1569.525(a).
- **Law Enforcement:** Depending on the situation, there may be a need for support from local law enforcement.
- **Other Agencies:** Any other local agency that the Regional Office determines can assist in the serving of the Temporary Suspension Order or in the relocation of clients.

**1-1255 OBTAINING A CLIENT CENSUS PRIOR TO
A TEMPORARY SUSPENSION ORDER****1-1255**

In addition to the following procedures, refer to Reference Material, Enforcement Actions, Section 1-1190.

If a Temporary Suspension Order is necessary, the Licensing Agency shall conduct an inspection of the facility to obtain a current client census. The Register of Facility Clients/Residents (LIC 9020) or the Register of Facility Residents-Residential Care Facilities for the Elderly (LIC 9020A) can be used to record the names of each client's placement agency or other authorized representative and their addresses and telephone numbers. If the Temporary Suspension Order will be served on a day care facility, the Child Care Facility Roster (LIC 9040) should be used to obtain the names, addresses and telephone numbers of the parents/guardians who have children in care at the facility.

If the facility is large it may be necessary to send more than one Licensing Program Analyst to assist in gathering the information. During this inspection, the Licensing Program Analyst(s) should also document any medical conditions of the residents, which could place the residents at risk for transfer trauma if moved from the facility.

If it appears that clients are in need of, but are not receiving, proper medical attention, the Licensing Agency shall contact and consult with physicians or other medical staff regarding the necessity of immediately removing clients from the facility. If the Temporary Suspension Order is served before removing the clients, the Licensing Agency shall use physicians or other medical consultants to provide an on-site evaluation.

If there is a considerable delay between obtaining the client census and the probable service date, it will be necessary to inspect the facility again prior to serving the Temporary Suspension Order to obtain an up-to-date client census.